

GIS Technician Knowledge, Skills & Worker Behaviors
Grouped into Knowledge, Skill & Worker Behavior Categories

items in green are referenced in GTCM Assessment tool

Knowledge & Skill Categories / Knowledge & Skills	DACUM Panels		VALIDATION SURVEY			
	Name	Size	Importance: 1 low - 3 high			
			Mean	Median	Mode	Responses
1 Cartography						
Cartographic principles/theory	GRC	5				
Cartographic license	GSC	12	1.88	2.0	2.0	134
Create map book	GSC	12	2.12	2.0	2.0	153
Cartographic design	LLC	12	2.38	2.0	2.0	76
Cartographic Design	SDM	11	2.81	3.0	3.0	53
Demonstrate map design and layout.	SMT	11				
Demonstrate graphic design skills.	SMT	11				
Cartography	TST	8				
8 knowledge & skills	6 panels	59 members	2.18	2.0	2.0	416
2 Communication: verbal/presentation/writing						
Communication skills (verbal & written)	AGK	5				
People skills (public relations, communication)	AGK	5				
Communication skills	GHC	12				
Communication skills -oral	GRC	5				
Communication skills -written, email	GRC	5				
Verbal & written communication	GSC	12	2.57	3.0	3.0	156
Graphing & reporting	GSC	12	2.13	2.0	2.0	156
Verbal communication	LLC	12	2.56	3.0	3.0	81
Communication	LLC	12	2.58	3.0	3.0	81
Technical writing	LLC	12	1.95	2.0	2.0	74
Printing legibly	SDM	11	2.29	2.0	3.0	52
Technical writing	SDM	11	2.35	2.0	2.0	51
Oral Communication	SDM	11	2.75	3.0	3.0	51
Presentation	SDM	11	2.41	2.0	3.0	51
Demonstrate technical writing skills.	SMT	11				
Demonstrate oral communication skills (individual, group, team, client pre	SMT	11				
Demonstrate active listening skills.	SMT	11				
Demonstrate initiative in communicating ideas.	SMT	11				
Demonstrate negotiation skills.	SMT	11				
Demonstrate ability to research information.	SMT	11				
Communication skills (writing, reading)	TST	8				
Good written and verbal interpersonal communication skills	TST	8				
Business skills	TST	8				
23 knowledge & skills	8 panels	76 members	2.39	2.0	3.0	753
3 Computer basics						
Computer skills (above average)	AGK	5				
Operating systems	GHC	12				
Burn to disk	GSC	12	2.24	2.0	2.0	157
FTP site	GSC	12	2.21	2.0	2.0	154
Demonstrate knowledge of basic computer concepts and terms.	SMT	11				
Use basic operating system commands.	SMT	11				
Define and differentiate among computer terms related to networks.	SMT	11				
Apply basic concepts of hardware storage.	SMT	11				
Demonstrate knowledge of graphical user interface environ-ment (i.e., Wi	SMT	11				
Use Internet, ftp, e mail, computer faxes.	SMT	11				
Computer skills	TST	8				
Internet skills, esp. data collection and attribution	TST	8				
12 knowledge & skills	5 panels	48 members	2.23	2.0	2.0	311
4 Computer database						
Computer Science-database design	GHC	12				
Computer Science-information management	GHC	12				
Digital file management	GHC	12				
Database development	GRC	5				

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	Name	Size	Importance: 1 low - 3 high			
			Mean	Median	Mode	Responses
Database administration	GRC	5				
Experience with relational databases	GRC	5				
Data custodianship	LLC	12	2.18	2.0	2.0	72
Database structure	LLC	12	2.43	2.0	2.0	79
Data exchange procedures	SDM	11	2.33	2.0	3.0	51
Security restrictions on data	SDM	11	2.43	3.0	3.0	51
Relational database design, file management	TST	8				
	TST	8				
12 knowledge & skills	5 panels	48 members	2.34	2.0	2.0	253
5 Computer keyboarding						
Data entry	AGK	5				
Typing	GSC	12	2.03	2.0	2.0	157
Keyboarding	LLC	12	2.15	2.0	2.0	80
Demonstrate keyboarding skills.	SMT	11				
4 knowledge & skills	4 panels	40 members	2.07	2.0	2.0	237
6 Computer networks						
Networking systems	GHC	12				
Windows networks	GHC	12				
Computer networking	GHC	12				
Computer, Network configuration	SDM	11	2.12	2.0	2.0	52
4 knowledge & skills	2 panels	23 members	2.12	2.0	2.0	52
7 Computer programming						
Experience with computer programming concepts	GRC	5				
Basic scripting (SQL, VB, HTML, Python, ASP, CSS, Query)	GSC	12	1.89	2.0	2.0	152
Programming	LLC	12	1.78	2.0	2.0	76
Programming languages (VBA)	SDM	11	2.02	2.0	2.0	52
Apply basic programming principles (SQL statements, Boolean logic, map programming)	SMT	11				
	TST	8				
6 knowledge & skills	6 panels	59 members	1.88	2.0	2.0	280
8 Computer software						
Geography-competency in software	GHC	12				
Legacy technology	GSC	12	1.68	2.0	2.0	133
Modify user interface	GSC	12	1.68	2.0	2.0	147
End user Web applications	SDM	11	2.55	3.0	3.0	51
Use software applications.	SMT	11				
Use various platforms.	SMT	11				
GIS software	TST	8				
7 knowledge & skills	5 panels	54 members	1.81	2.0	2.0	331
9 Coordinate systems, projections						
map datum, geoid	GRC	5				
Coordinate systems	GRC	5				
projections	GRC	5				
Spatial projections	GSC	12	2.61	3.0	3.0	156
Coordinate systems Projections	LLC	12	2.56	3.0	3.0	79
Recognize projections.	SMT	11				
6 knowledge & skills	4 panels	40 members	2.59	3.0	3.0	235
10 Critical thinking/Problem Solving						
Critical thinking	AGK	5				
Problem solving skills	GHC	12				
"Think Outside the Box", "See the big picture"	GRC	5				
Analytical thinker	GRC	5				

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	Name	Size	Mean	Median	Mode	Responses
Critical thinking	GRC	5				
Problem solve	GRC	5				
Solution-orientated	GRC	5				
Problem solving	GSC	12	2.70	3.0	3.0	157
Critical thinking	LLC	12	2.51	3.0	3.0	80
Problem solving	LLC	12	2.65	3.0	3.0	81
Recognize and define problem(s).	SMT	11				
Break problem into manageable parts.	SMT	11				
Problem solving skills	TST	8				
13 knowledge & skills	7 panels	65 members	2.64	3.0	3.0	318
11 Data models						
Raster / Vector	GSC	12	2.54	3.0	3.0	157
Recognize raster and vector models.	SMT	11				
Differentiate between raster space and real space.	SMT	11				
Conceptualize model of reality.	SMT	11				
Raster and vector data	TST	8				
5 knowledge & skills	3 panels	31 members	2.54	3.0	3.0	157
12 Data types, transfers & conversions						
Data transfer	AGK	5				
File transfer	GRC	5				
Adding data to a project (GIS, CAD)	GSC	12	2.74	3.0	3.0	157
Export formats, properties; settings	GSC	12	2.46	3.0	3.0	157
File types (SHP, GDB, Coverage, CAD, DGN, TXT, IMG, TIF, SID, Flash, PDF, GeoPDF, e00, PkZIP, RAR, TAR)	GSC	12	2.62	3.0	3.0	157
Data sources	GSC	12	2.52	3.0	3.0	157
Data collection and format conversion	TST	8				
Data manipulation (spatial, non-spatial)	TST	8				
8 knowledge & skills	4 panels	30 members	2.58	3.0	3.0	628
13 Engineering drawings						
Engineering-CAD	GHC	12				
Engineering-COGO	GHC	12				
Reading engineering-grade plans	SDM	11	2.23	2.0	3.0	53
3 knowledge & skills	2 panels	23 members	2.23	2.0	3.0	53
14 Equipment operation						
Application equipment capabilities/limitations	AGK	5				
Technical operating	AGK	5				
Understanding of equipment interactions	AGK	5				
Plotter operation	GSC	12	2.32	2.0	2.0	155
4 knowledge & skills	2 panels	17 members	2.32	2.0	2.0	155
15 Geography						
Geography-census	GHC	12				
Geography-transportation	GHC	12				
Geography-urban planning	GHC	12				
Geography-Cartography	GHC	12				
Geographic principles	GRC	5				
Apply principles of geography.	SMT	11				
Geography	TST	8				
7 knowledge & skills	4 panels	36 members	n / a			
16 Geoprocessing, modeling						
Create TIN model	GSC	12	1.70	2.0	2.0	132
Creating models	GSC	12	1.98	2.0	2.0	152

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	Name	Size	Importance: 1 low - 3 high			
			Mean	Median	Mode	Responses
Geoprocessing methods	GSC	12	2.53	3.0	3.0	155
Contour mapping	LLC	12	2.14	2.0	2.0	73
Evaluate a physical model.	SMT	11				
Explain how a data model works.	SMT	11				
6 knowledge & skills	3 Panels	35 members	2.10	2.0	2.0	512
17 GPS						
Global GPS system	GRC	5				
Global Positioning System (GPS)	TST	8				
2 knowledge & skills	2 panels	13 members			n / a	
18 Industry applications						
Fisheries	GHC	12				
Forestry basics/survey	GHC	12				
Geology	GHC	12				
Wildlife	GHC	12				
Engineering-survey	GHC	12				
Related Industries	GSC	12	1.90	2.0	2.0	154
Variable Rate Technology (VRT)	LLC	12	1.54	1.0	1.0	37
Drafting	LLC	12	1.74	2.0	2.0	73
Explain how GIS can be used in various real world applications.	SMT	11				
Identify applications of GIS technology.	SMT	11				
Demonstrate fundamental drafting skills.	SMT	11				
11 knowledge & skills	4 panels	47 members	1.80	2.0	2.0	264
19 Jargon, acronyms						
Jargon	GHC	12				
Platform shop talk	GHC	12				
Industry jargon	GSC	12	2.32	2.0	2.0	155
Technical terminology	TST	8				
4 knowledge & skills	3 panels	32 members	2.32	2.0	2.0	155
20 Land divisions, measurements						
Basic survey principles	GRC	5				
Interpret legal descriptions	GRC	5				
Plats & deeds	GSC	12	2.26	2.0	2.0	152
Land measurements	LLC	12	2.23	2.0	2.0	77
Land descriptions	LLC	12	2.18	2.0	2.0	77
Land divisions	LLC	12	2.21	2.0	2.0	76
Legal descriptions	LLC	12	2.14	2.0	2.0	76
Land surveying	SDM	11	1.81	2.0	2.0	53
basics of surveying	TST	8				
Coordinate geometry (COGO)	TST	8				
Cadastral data	TST	8				
11 knowledge & skills	5 panels	48 members	2.17	2.0	2.0	511
21 Legal issues						
Copyright laws	LLC	12	2.10	2.0	2.0	72
OSHA requirements	LLC	12	1.48	1.0	1.0	64
2 knowledge & skills	1 panels	12 members	1.81	2.0	2.0	136
22 Map reading						
Map interpretation	GRC	5				
Map reading	GSC	12	2.79	3.0	3.0	157
Cadastral	LLC	12	2.32	2.0	2.0	71

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Conceptualize images in 3 D.	SMT	11				
Good color sensitivity helpful	TST	8				
5 knowledge & skills	5 panels	48 members	2.64	3.0	3.0	228
23 Mathematics (geometry, statistics)						
Statistics	AGK	5				
Statistics	GHC	12				
Statistics	GRC	5				
Mathematics (geometry, statistics, trigonometry, algebra)	GSC	12	1.97	2.0	2.0	156
Mathematics	LLC	12	2.13	2.0	2.0	80
Geometry	SDM	11	2.32	2.0	2.0	53
Mathematics	SDM	11	2.38	2.0	2.0	50
Statistics	SDM	11	2.12	2.0	2.0	52
statistics	TST	8				
9 knowledge & skills	7 panels	65 members	2.12	2.0	2.0	391
24 Organizational						
Organized	GHC	12				
Organized	GRC	5				
Organizational	GSC	12	2.56	3.0	3.0	157
Organization	LLC	12	2.62	3.0	3.0	81
Organizational	SDM	11	2.81	3.0	3.0	53
Organized	SDM	11	2.90	3.0	3.0	52
Demonstrate neatness.	SMT	11				
Demonstrate file management skills.	SMT	11				
Interpret and implement procedures methodically.	SMT	11				
Demonstrate ability to maintain focus and be consistent.	SMT	11				
Organizational skills	TST	8				
11 knowledge & skills	7 panels	71 members	2.66	3.0	3.0	343
25 Photogrammetry/Remote Sensing						
Geography-photogrammetry	GHC	12				
Geography-remote sensing	GHC	12				
Basic remote sensing theory	GRC	5				
Photogrammetry	LLC	12	1.90	2.0	2.0	70
Remote sensing	LLC	12	1.91	2.0	2.0	74
Thermal imaging	LLC	12	1.50	1.0	1.0	66
Photogrammetry	SDM	11	1.87	2.0	2.0	54
Remote sensing	TST	8				
8 knowledge & skills	5 panels	48 members	1.80	2.0	2.0	264
26 Queries & analysis						
Interpolation	GSC	12	1.95	2.0	2.0	143
Query (spatial/attribute)	LLC	12	2.49	3.0	3.0	81
2 knowledge & skills	2 panels	24 members	2.15	2.0	2.0	224
27 Research						
Research techniques	LLC	12	2.19	2.0	2.0	78
Scientific methods	LLC	12	1.90	2.0	2.0	77
Research technical support	GHC	12				
Demonstrate ability to research information.	SMT	11				
4 knowledge & skills	3 panels	35 members	2.05	2.0	2.0	155
28 Scale						
Scale	GRC	5				
Map scale	GSC	12	2.64	3.0	3.0	157
Scale	LLC	12	2.60	3.0	3.0	80

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	Name	Size	Importance: 1 low - 3 high			
			Mean	Median	Mode	Responses
Demonstrate appropriate scale for message.	SMT	11				
4 knowledge & skills	4 panels	40 members	2.63	3.0	3.0	237
29 Spatial Thinking						
Spatial awareness	GSC	12	2.67	3.0	3.0	156
Demonstrate spatial intelligence.	SMT	11				
Recognize spatial inconsistencies.	SMT	11				
3 knowledge & skills	2 panels	23 members	2.67	3.0	3.0	156
30 Standards (client, customer, industry)						
Understand national documentation standards	GHC	12				
technological standards	GRC	5				
Client/company standards	GSC	12	2.59	3.0	3.0	153
GIS Industry standards	GSC	12	2.39	2.0	3.0	155
Naming conventions	GSC	12	2.37	2.0	2.0	156
“ISO 9000” standards	LLC	12	1.73	2.0	1.0	51
Quality control & assurance procedures	LLC	12	2.67	3.0	3.0	79
7 knowledge & skills	4 panels	41 members	2.42	2.0	3.0	594
31 Teaching						
Teaching skills	GRC	5				
1 knowledge & skills	1 panels	5 members			n / a	
32 Time management						
Time management	AGK	5				
Diversified task - time management	GHC	12				
Time management skills	GRC	5				
Time management	GSC	12	2.63	3.0	3.0	157
Time management	LLC	12	2.62	3.0	3.0	81
Time Management	SDM	11	2.89	3.0	3.0	53
Time management skills	TST	8				
7 knowledge & skills	7 panels	65 members	2.67	3.0	3.0	291
33 Troubleshooting						
Troubleshooting	AGK	5				
Geography-navigation/trouble shooting	GHC	12				
Troubleshooting	GSC	12	2.61	3.0	3.0	157
Troubleshooting	LLC	12	2.60	3.0	3.0	81
Troubleshooting skills	TST	8				
5 knowledge & skills	5 panels	49 members	2.61	3.0	3.0	238
34 Units of measure/conversion						
Unit conversions	GSC	12	2.25	2.0	2.0	156
Units of measure	GSC	12	2.56	3.0	3.0	157
Unit conversions	LLC	12	2.13	2.0	2.0	79
3 knowledge & skills	2 panels	24 members	2.35	2.0	2.0	392
35 Web development						
Web development	GRC	5				
Web content management	GRC	5				
Relevant domain knowledge	GRC	5				
3 knowledge & skills	1 panels	5 members			n / a	
1 Adaptable, flexible						
Adaptable, Flexible	GRC	5				
Adaptability	SDM	11	2.88	3.0	3.0	52
2 worker behaviors	2 panels	16 members	2.88	3.0	3.0	52

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2 Analytical						
Analytical	AGK	5				
Analytical	GHC	12				
Analytical	GSC	12	2.56	3.0	3.0	156
Logical, intelligent	GSC	12	2.62	3.0	3.0	157
Analytical	SDM	11	2.79	3.0	3.0	53
Interpret technical information (i.e., manuals and CD Rom)	SMT	11				
Analytical, detail oriented	TST	8				
7 worker behaviors	6 panels	59 members	2.62	3.0	3.0	366
3 Common sense						
Common sense	GSC	12	2.69	3.0	3.0	157
Common sense	LLC	12	2.63	3.0	3.0	80
2 worker behaviors	2 panels	24 members	2.67	3.0	3.0	237
4 Creative						
Creativity	GSC	12	2.50	3.0	3.0	157
1 worker behaviors	1 panels	12 members	2.50	3.0	3.0	157
5 Detail orientated						
Attentive to detail	AGK	5				
Observant	AGK	5				
Detail orientated	GHC	12				
Attention to detail	GRC	5				
Detail orientated	GSC	12	2.71	3.0	3.0	157
Accuracy & precision	LLC	12	2.73	3.0	3.0	81
Detail oriented	LLC	12	2.60	3.0	3.0	81
Detail-oriented	SDM	11	2.83	3.0	3.0	52
Check work.	SMT	11				
Thoroughness	TST	8				
10 worker behaviors	8 panels	76 members	2.71	3.0	3.0	371
6 Diplomatic						
Diplomatic, tactful	GSC	12	2.45	3.0	3.0	157
1 worker behaviors	1 panels	12 members	2.45	3.0	3.0	157
7 Dress Code, etiquette, hygiene						
Hygienic	GRC	5				
Use appropriate office etiquette	GRC	5				
Dress code	LLC	12	1.66	2.0	2.0	76
3 worker behaviors	2 panels	17 members	1.66	2.0	2.0	76
8 Enthusiastic						
Enthusiastic	GSC	12	2.62	3.0	3.0	157
1 worker behaviors	1 panels	12 members	2.62	3.0	3.0	157
9 Ethical / respectful						
Respectful of others	GRC	5				
Ethical	GSC	12	2.73	3.0	3.0	156
Ethical behavior (integrity)	LLC	12	2.68	3.0	3.0	80
3 worker behaviors	3 panels	29 members	2.71	3.0	3.0	236
10 Follow procedures						
follow procedures	GRC	5				
Recognize the importance of following procedures.	SMT	11				
Follow technical procedures.	SMT	11				

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Demonstrate data entry and digitizing skills.	SMT	11				
Understanding of copyright laws and standards	TST	8				
5 worker behaviors	3 panels	24 members		n / a		
11 Industrious, persistent						
Industrious	AGK	5				
Demonstrate ability to be persistent at collecting data.	SMT	11				
Persistence	TST	8				
3 worker behaviors	3 panels	24 members		n / a		
12 Leadership						
Leadership skills	GRC	5				
1 worker behaviors	1 panels	5 members		n / a		
13 Multi-tasking						
Ability to multi-task	GRC	5				
Multi-tasking	GSC	12	2.62	3.0	3.0	157
Multi-tasking	SDM	11	2.88	3.0	3.0	52
Able to multi-task, set work priorities	TST	8				
4 worker behaviors	4 panels	36 members	2.68	3.0	3.0	209
14 Networking (interpersonal)						
Network with peers	GRC	5				
Participate outside of office (e.g. within user groups)	GRC	5				
2 worker behaviors	1 panels	5 members		n / a		
15 Open minded						
Open-minded	AGK	5				
Open-minded	GRC	5				
Open to new tasks, assignments, ideas	GRC	5				
3 worker behaviors	2 panels	10 members		n / a		
16 Outgoing, friendly						
People skills	GRC	5				
Easy-going	GRC	5				
Outgoing (friendly)	LLC	12	2.27	2.0	2.0	81
3 worker behaviors	2 panels	17 members	2.27	2.0	2.0	81
17 Paitent						
Patient	AGK	5				
1 worker behaviors	1 panels	5 members		n / a		
18 Positive attitude						
Attitude	GHC	12				
Positive attitude	GHC	12				
Can-do, positive attitude	GRC	5				
Positive attitude	GSC	12	2.69	3.0	3.0	155
4 worker behaviors	3 panels	29 members	2.69	3.0	3.0	155
19 Pride						
pride in work	GRC	5				
1 worker behaviors	1 panels	5 members		n / a		
20 Professionalism, maturity						
Professionalism	LLC	12	2.60	3.0	3.0	81
maturity	TST	8				
2 worker behaviors	2 panels	20 members	2.60	3.0	3.0	81

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21 Punctual / reliable						
Consistent	AGK	5				
Reliable - punctual	GHC	12				
Punctuality	GSC	12	2.46	3.0	3.0	155
Punctuality	LLC	12	2.37	2.0	2.0	78
Punctual	SDM	11	2.63	3.0	3.0	52
5 worker behaviors	5 panels	52 members	2.47	3.0	3.0	285
22 Resourceful						
Resourcefulness	SDM	11	2.90	3.0	3.0	52
Resourceful	TST	8				
2 worker behaviors	2 panels	19 members	2.90	3.0	3.0	52
23 Self improvement						
Ability to learn	GRC	5				
Self-improvement	GSC	12	2.61	3.0	3.0	157
Willingness to learn	GSC	12	2.87	3.0	3.0	157
Willingness to learn	SDM	11	2.92	3.0	3.0	52
4 worker behaviors	3 panels	28 members	2.76	3.0	3.0	366
24 Self motivated / independent						
Independent worker	GHC	12				
Motivated	GHC	12				
Self-starter	GHC	12				
Self-starter	GRC	5				
Self-initiated learner	GRC	5				
Can work independently	GRC	5				
Independent	GSC	12	2.44	2.0	3.0	154
Self-motivated	GSC	12	2.73	3.0	3.0	157
Self motivation	LLC	12	2.62	3.0	3.0	81
Ability to work independently	SDM	11	2.91	3.0	3.0	53
Self-disciplined	SDM	11	2.88	3.0	3.0	52
Self-motivated	SDM	11	2.92	3.0	3.0	51
Self-starter, independent worker motivated	TST	8				
14 worker behaviors	6 panels	60 members	2.68	3.0	3.0	548
25 Sense of humor						
Good sense of humor	GRC	5				
Sense of humor	SDM	11	2.50	3.0	3.0	50
2 worker behaviors	2 panels	16 members	2.50	3.0	3.0	50
26 Team Player						
Team player	GHC	12				
Team building	GRC	5				
Team participation	GRC	5				
Can work in team	GRC	5				
Interpersonal	GSC	12	2.40	2.0	2.0	155
Networking	GSC	12	2.25	2.0	2.0	155
Team player	GSC	12	2.65	3.0	3.0	156
Team Player	SDM	11	2.83	3.0	3.0	53
Demonstrate ability to work in a team as a member and/or leader.	SMT	11				
Recognize roles of others in team and cooperate to get job done.	SMT	11				
Team worker	TST	8				
11 worker behaviors	6 panels	59 members	2.47	2.0	2.0	519

GIS Technician Knowledge, Skills & Worker Behaviors
Grouped into Knowledge, Skill & Worker Behavior Categories

items in green are referenced in GTCM Assessment tool

Knowledge & Skill Categories / Knowledge & Skills	DACUM Panels		VALIDATION SURVEY			
	Name	Size	Importance: 1 low - 3 high			
			Mean	Median	Mode	Responses
27 Trustworthy, honesty, integrity						
Trustworthy with confidential information	AGK	5				
Honesty	TST	8				
Integrity	TST	8				
3 worker behaviors	2 panels	13 members			n / a	
28 Visionary						
Divine - all knowing	GHC	12				
Abstract thinker (outside the box)	GSC	12	2.27	2.0	2.0	156
Visionary	GSC	12	2.07	2.0	2.0	155
3 worker behaviors	2 panels	24 members	2.17	2.0	2.0	311

Source: JJohnson, 9, 2011, National Geospatial Technology Center, 2010